

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)					
1. Post PANAMA		2. Agency STATE		3a. Position Number A55134	
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input checked="" type="checkbox"/> Yes 5 (A55127,N55128,A55130,A55133, A55132) <input type="checkbox"/> No					
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number)_____ (Title)_____ (Series)_____ (Grade) <input checked="" type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)_____					
5. Classification Action		Position Title and Series Code		Grade	Initials
a. Post Classification Authority HRO		Mail Clerk-130		FSN-4	TO
b. Other					
c. Proposed by Initiating Office IPO		Mail Clerk-130		FSN-3	
6. Post Title of Position (<i>if different from official title</i>) Mail Clerk			7. Name of Employee		
8. Office/Section Management Section			a. First Subdivision Information Management Office		
b. Second Subdivision Information Program Center/DPMU			c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position.			10. This is a complete and accurate description of the duties and responsibilities of this position.		
_____ Printed Name of Employee			_____ Printed Name of Supervisor		
_____ Signature of Employee			_____ Signature of Supervisor		
_____ Date (mm-dd-yyyy)			_____ Date (mm-dd-yyyy)		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.			12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.		
_____ Printed Name of Chief or Agency Head			_____ Printed Name of Admin or Human Resources Officer		
_____ Signature of Chief or Agency Head			_____ Signature of Admin or Human Resources Officer		
_____ Date (mm-dd-yyyy)			_____ Date (mm-dd-yyyy)		
13. BASIC FUNCTION OF POSITION The incumbent performs a variety of tasks associated with postal operations in a Diplomatic Post Office and Unclassified Mail and Pouch Facility to include pickup, delivery, processing, security screening, and distribution of personal and official mail. Mail facility duties also include the associated clerical and financial transactions necessary to receive and dispatch mail and pouches.					
14. MAJOR DUTIES AND RESPONSIBILITIES 20% OF TIME As required, operate vehicles capable of carrying loads of up to 1 and ½ tons to transport mail. Load and unload mailbags, trays and outside pieces by hand and by assistance of conveyor belts where available, from conveyance at the Air Terminal's cargo facility to and from the mail vehicle. Unload vehicle at the mail facility; Responsible for the control of seals, locks and keys that secure the mail truck. Exercise caution in preventing overloading and securing mail to prevent damage or loss in transit. Perform operator level maintenance and wash vehicle in compliance with established GSO policies. Conduct screening of all mail in accordance with established Diplomatic Security policies to minimize threats from hazardous devices or contaminants.					

30% of time

Sort incoming parcels and letter mail. Screen mail for contraband, hazardous devices or contaminants. Scan the label of each mail bag or outside parcel and enter tracking information into the Automated Military Postal System (AMPS) database to provide transport time information to the United States Postal Service (USPS). Sort mail by category and scan each piece of mail into AMPS to provide tracking information to USPS. Scan each piece of mail into the Mail Handler Database to notify customers on the arrival of parcels, identify their location and document the delivery of each item. Deliver and distribute mail and notices to receptacles, authorized customers or designated office mail clerks, following established procedures. Prepare reports using Microsoft Excel such as Daily report of Missent Parcel, Courier Deliveries received at the Service CAC, daily accounting of Missing Newspapers, PS Forms 3883 for delivery of mail to agencies, DD Form 1372 for delivery of mail to Air Carriers.

30% of time

Provide window services to postal patrons. Operate postage meters and provide information on Pouch, DPO and USPS mail policies. Accept and distribute official and personal mail. Inspect, sort and transport various types of mail. Prepare USPS Forms 3849 and 3907 (Individual Deliveries) and 3883 Firm Deliveries) to document the delivery of accountable mail pieces. Postal clerk is responsible for reporting the loss, theft, or rifling of mail to proper authorities. Must document and report any other postal incident. Apply mail classification and rates to various classes of mail, including special categories and mixed classes of domestic and international mail. Sort and sack outgoing parcels and letter mail. Inspect mail for contraband, hazardous devices or contaminants. Scan the barcode of each mail item into the Automated Military Postal System (AMPS) database to provide tracking and transport time information to the United States Postal Service (USPS). Postal clerk must be knowledgeable on Domestic and International mail restrictions, as well as regulations dealing with hazardous, restricted, and perishable materials. Clerk is responsible for the makeup and distribution of outgoing mail to include monitoring mail distribution schemes. Responsible for Messenger delivery service at service CAC, must inspect items being accepted for signs of hazards with the use of an X-Ray Machine and through physical screening. Prepare dispatches of outgoing official mail through ILMS and receive, document and deliver incoming official mail through ILMS. Monitor DPM and notify customers of parcels rejected by Pouch Headquarters. Coordinate incoming and outgoing courier dispatches such as DHL, FedEx, UPS and Mailboxes Etc. to and from the U.S. Embassy.

20% of time

Maintain working sets of publications and directives. Assign receptacles to authorized customers. Perform minor maintenance of receptacles including the changing of combinations. Maintain a directory file, and process mail requiring address correction. Maintain mail operation files, documents, keys and equipment. Process AWOL mail, mail for deceased, refused mail, undeliverable and dead mail. Sort local newspapers daily through the use of a distribution list and deliver to offices in their designated official mail box. Perform other related duties as assigned. Deliver and receive mail twice weekly from the Panama Postal Distribution Center. Responsible for retrieving mail from the U.S. Embassy's mail box located at the Panamanian Post Office in Panama City. Postal clerk must accomplish binding and reproduction requests sent to the mailroom through eServices.

NOTE: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High School diploma is required.
- b. Prior Work Experience:
One year of administrative office, warehousing, customer service, or mail handling experience is required.
- c. Post Entry Training:
None. During probationary period, incumbent must take Postal Operations Training, Postal cashier training, Post Office Locator/Directory Software Training, Mail & Distribution Training, Postal Supply Control/Inventory Training, Safe Lifting Techniques Training and Universal Postal Union Dangerous Goods Training. Also, incumbent will receive on-the-job training to become familiar with the different offices/agencies and functional areas within the Mission.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):
Level II (Limited Knowledge) Speaking/Reading/Writing English is required. Level II (Limited Knowledge) Speaking/Reading/Writing Spanish is required.
- e. Job Knowledge:
Must have basic knowledge of Microsoft Word and Microsoft Excel. Must learn through on the job training to use computerized programs such as the Mail Handler Database, the Automated Military Postal System (AMPS), the ILMS Diplomatic Pouch and Mail system, and the DPMU Locator and Mail Forwarding Services database. Must be able to learn how to operate postage meters. Must be familiar with main and alternate routes between the U.S. Embassy and the Tocumen International Airport for transporting mail. Must have knowledge of lifting techniques. Basic knowledge to operate, isolate and trouble shoot minor repairs in reproduction equipment. Must be able to operate a Binding Machine. Basic knowledge of general automotive mechanics is required (change a flat tire, etc.). Basic knowledge of filing systems and sorting schemes for the distribution of mail, phone bills and newspapers is required. Must have a general familiarity with the preparation of AMPS AV-7s (Aircraft Flight Manifest for the consignment of mail) or the ability to learn the procedures for completing this form. Must have a general understanding with mail screening methods to detect contraband, hazardous devices or contaminants.
- f. Skills and Abilities:
Must be able to handle packages (up to 70 lbs). Must possess a Panamanian valid commercial driver's license (Type D), a good driving record and at least five years as a licensed driver. Must be able to drive both manual and automatic transmission trucks. Must possess good customer service skills.

16. POSITION ELEMENTS

- a. Supervision Received:
Directly supervised by the DPMU Supervisor.
- b. Supervision Exercised:
None
- c. Available Guidelines:
United States Post Office Postal Manuals and Directives, Diplomatic Mail and Pouch Directives and Policies, and local DPO Standard Operating Procedures.
- d. Exercise of Judgment:
Must exercise independent judgment and initiative in making technical and administrative decisions as to mail handling, processing, transportation and documentation. Unique problems must be consulted with DPMU supervisor. Take appropriate action if a threat or contaminant is encountered.

e. Authority to Make Commitments:

None

f. Nature, Level, and Purpose of Contacts:

Airline personnel and Panama postal workers for the purpose of dispatching and receiving mail. American Embassy employees and dependents entitled to use of DPO.

g. Time Expected to Reach Full Performance Level: One year.